Sample PD For ITPS Training Only

Information Technology
Position Description

For assistance completing this form, contact your supervisor/manager or your Human Resources (HR) Office. Complete form, obtain all signatures, scan and save using the following naming convention: [Agency/Institution]_IT_[Position Number]_[Date: YYYYMMDD]. Example: DSHS_IT_0480_20150621.

Position Information	
Agency/HE Institution, Division, Unit Agency X	Action **Reallocate**
Class Code and Title **105G Administrative Assistant 3**	Current Salary Range Enter text.
Proposed Class Code and Title **483SA IT System Administration - Journey**	Proposed Salary Range Enter text.
Agency/HE Institution Position Number Enter text.	HRMS Position Number (if applicable) Enter text.
Project Title (if applicable) Enter text.	Assignment Pay Dual Language ☐ Other ☐ Enter text.
Incumbent's Name (If filled position) Sally May Smith	Address Where Position Is Located (Duty Station) **Headquarter IT Office**
Work Schedule Part Time ☐ Full Time ☒	HR Approved Overtime Eligible Yes ☐ No ☒
Position represented by a Master Agreement: Yes ☐ No ☐ If **yes**, list Master Agreement: Choose Agreement.	Position has an approved In-Training Plan: Yes ☐ No ☐ If **yes**, attach Position Description for each In-Training Level
Supervisor's/Manager's Name and Title Enter text.	Supervisor's/Manager's Phone Enter text.
Date Completed Enter a date.	Date Previous Position Description Approved Enter a date.
Primary Job Family (select one) **10. Systems Administration**	Secondary Job Family (select one, if applicable) **4. Customer Support**

Organizational Structure (Attach an organizational chart.)
Summarize the functions of the position's division/unit and how this position fits into the organizational structure.

This is a senior level position that plans, supports, maintains, administers and enhances the agency's SharePoint services and the agency's report management shared service. Within the IT Division, this position plans, supports, maintains, administers and enhances the agency's SharePoint and IT office shared printer.

Position Objective
Describe the main purpose of the position and the type and nature of the work performed.

This is a senior level position that plans, supports, maintains, administers and enhances the agency's SharePoint services and the agency's report management shared service. This position plans, supports, maintains, administers and enhances the agency's SharePoint and IT office shared printer. Provides other general office services support as required.

This position works with application support teams and business representatives to obtain clear, concise, and deliverable SharePoint access and content requirements that meets the approved agency IT business plan. The

procedures follow the best practices guidelines and provide an Enterprise approach to managing access and content of the agency's SharePoint site.

Describe the duties and tasks, and underline the essential functions. Task statements should describe the **action** performed; to **whom or what***;* using what **tools, equipment, methods, and/or processes***;* and the **final product or outcome**.

For more guidance, see [Essential Functions Guide](#) and [Examples of Work Statements](#)

List the assigned work in order of importance including the final product or outcome for each, with essential functions underlined.

<u>Manages the SharePoint content</u>. Sets up division and work units pages. Reviews content for compliance with policies and procedures. Proof reads the content entries to ensure that the site remains compliant with professional appearance and content. <u>Provides Tier 1 support to SharePoint users as the system administration to control system access</u>. Prepares meeting and project documentation using MS Word, MS Project and MS SharePoint. Develops documentation in a clear and easy to use format, analyses and solve SharePoint problems. Assists in discussion, resolutions and documentation of technical issues for technician to respond.

<u>Establishes IT office procedures and applies policies</u> for office support purchases, printer contract, and other internal projects. Assists with preparation of IT budget reports. Coordinates repair and maintenance services with contracted provider. <u>Provides monthly usage reports for billing on lease and adds and removes authorized users as appropriate.</u>

<u>Provides customer support providing SharePoint access, resetting passwords and system access following the established procedures and comply with manager's requests</u>. <u>Present user training to new users</u> to the agency SharePoint site with basic instructions of guidelines and policies.

Response for management of shared printer in the IT division. Ensures network connection, supply stock and that the printer is functioning properly. This includes daily stocking of the machine, clearing jams or malfunctions. Instructing staff on how to use special features such as transmitting faxes, creating PDFs from documents and using the secure print features.

<u>Provides division support. Takes meeting minutes, prepares correspondence, opens and distributes mail and performs general reception services. Maintains filing system and is responsible to comply with state's document retention policy.</u> Coordinates extended retention requirements with state's archive services. Assists in the systematic search for documents in response to public disclosure requests. Perform official document destruction as authorized through state's archive and retention rules.

Other Duties as assigned. Coordinate travel for staff, assist with travel reimbursement processing, schedule use of state vehicle and ensure new staff receives proper log-in information, phone services, email address and other accesses as appropriate.

What are the most complex and/or challenging issues addressed by this position? Give 3 to 4 examples and how each is resolved.

Complex/Challenging Issue	How Resolved	Frequency
Coordinating critical and complex changes to the SharePoint system with various users.	**Projecting the changes that impact user sites on SharePoint. Planning with users that are necessary and work closely with IT staff to coordinate and conduct activities necessary to facilitate a smooth transition.**	**Weekly**
Coordinate critical and complex changes to the office processing systems to ensure deadlines are met and staff is not delayed in their work processing.	**Maintain an intimate knowledge of the correspondence processes, system access requirements and work closely with other staff to ensure that any complex issues are resolve quickly.**	**Daily**

Coordinate document discovery and recovery for public disclosure requests.	Maintain knowledge of public disclosure rules to ensure agency compliance for documents within the IT division. May assist with document location and recovery if necessary.	Monthly	

Decision Making

What duties are performed that require the position to make choices, determinations or judgments?

This person interprets the agency SharePoint user criteria and content for compliance with standards. Generates user reports for management review using professional judgment on the content of those reports.

Which decisions are sent to the next level of supervisor/manager or technical authority for recommendation/decision?

All purchase authorizations exceeding $200 and budget reports are reviewed by supervisor or manager.

Potential Impact of Results

Describe the potential impact of error (What potentially could happen in the event that the individual were to fail to perform their job correctly?).

List who (citizens, other department/unit personnel, statewide-personnel, etc.) would be impacted and the degree of impact.

May impact agency divisions and IT staff with lack of appropriate systems access, loss of documents.

List what (dollars, larger systems, processes, other resources, etc.) would be impacted and the degree of impact.

SharePoint system may not be properly undated for staff to have the latest information, policies, processes or access to linked systems such as LMS, payroll and shared documents.

Financial Dimensions (if applicable)

Describe the type and annual amount of all monies that the position directly controls, administers or manages (*excluding employee salary and benefits*) for example: delegated signature authority amount, invoice approval for contract expenditures.

This position does not directly control, administer or manage monies but does develop budget reports for management to utilize in making spending and acquisition decisions.

Lead Work/Supervisory Responsibilities

Lead Position: Yes ☐ No ☒ Supervisory Position: Yes ☐ No ☒	☐ Assigns Work ☒ Instructs Work ☐ Checks Others' Work ☐ Plans work ☐ Evaluates Performance ☐*Takes Corrective Action ☐*Hires ☐*Terminates (*Has the authority to effectively recommend these actions.)

List Class Title and Working Title of Position(s) Supervised	If Part Time, What %
N/A	**Part Time %.**

Add information that clarifies this position's lead or supervisory responsibilities.

Working Relationships

Level of Supervision received (*check one*). For more guidance see [Glossary of Classification Terms](#).

☐ Direct/Close Supervision: Most work is reviewed in progress and upon completion.

☒ General Supervision: Completed work is spot checked.

☐ General Direction: Completed work is reviewed for effectiveness and expected results.

☐ Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws and program goals.

Add information that clarifies this position's interactions with others to accomplish work.

Continuity of Operations Plans (COOP) Designation – For Disaster or Emergency Recovery

For more information see [COOP and Critical Positions](#). For higher education, refer to your list of essential personnel.

Is this position designated critical based on agency COOP? Yes ☒ No ☐

*If **yes**, describe how this position supports the agency COOP Critical Functions.*

Assists in facilitation of SharePoint to maintain access are a component of the agency functioning or recovering from an emergency.

Qualification – Knowledge, Skills and Abilities	
Required Education, **Experience or Certifications**	**Application (why each qualification exists)**
High School graduation or GED	**Basic skills in English, Math and problem solving skills.**
Desirable/Preferred **Education, Experience or Certifications**	**Application (why each qualification exists)**
Experience with a managing access to SharePoint with SharePoint user classes.	**This is a main component of this position.**

List the competencies (knowledge, skills, abilities and behaviors) and a description of each that are necessary to successfully perform the work of the position.

Proficient use of MS Office Suite and SharePoint. Knowledge of document retention guidelines, public disclosure regulations, purchasing rules for making small purchases and general office support procedures.

Special Requests and Conditions of Employment	
Examples: Must possess valid drivers' license and good driving record. Must successfully pass a criminal background check.	
Must have a valid driver's license.	

Working Conditions	
Work Setting, including hazards	**Indoors in a professionally configured workspace.**
Schedule (i.e., hours and days)	**5 days a week, Monday-Friday, 8-5**
Travel Requirements	**May travel locally to attend meetings and training.**
Tools and Equipment	**Computer, telephone, printer, calculator, and general office equipment.**
Customer Relations	**Maintain professional conduct when working with customers. Most customers will be within the organization. Some customer contact will occur when coordinating services, purchasing and responding to inquiries.**
Other	

Acknowledgement of Position Description	
The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.	
Date **Enter a date.**	Supervisor's/Manager's Signature (required) **Enter text.**
Date **Enter a date.**	Appointing Authority's Name and Title **Enter text.** Signature (required) **Enter text.**

As the incumbent in this position, I have received a copy of this position description.	
Date **Enter a date.**	Employee's Signature **Enter text.**

Position details and related action have been taken by Human Resources as reflected below.

For Human Resource/Payroll Office Use Only			
Approved Class Title: Enter text.	Class Code: Enter text.	Salary Range: Enter text.	Effective Date: Enter a date.
Pay Scale Type: Enter text.	Job Analysis On File? Yes ☐ No ☐	Position Type (Employee Group): Enter text.	EEO Category: Enter text.
Employee Sub-Group: Enter text.	Position Retirement Eligible: Yes ☐ No ☐	Position is: Funded ☐ Non-Funded ☐	Workers Comp. Code: Enter text.
County Code: Enter text.	Business Area: Enter text.	Personnel Area (FEIN): Enter text.	

Position Eligible for Telework Yes ☐ No ☐	Positon Eligible for Flextime Yes ☐ No ☐
Position Eligible for Compressed Workweek Yes ☐ No ☐	Unique Facility Identifier (UFI) For more information see: UFI Search Feature Enter text.

Bona Fide Occupational Qualification Yes ☐   No ☐
If **yes**, list qualifications: Enter text.

Cost Center Codes						
COST CENTER	PCT. (%)	FUND	FUNCTIONAL AREA	COST OBJECT	AFRS PROJECT	AFRS ALLOCATION
Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.
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Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.	Enter text.

Date: **Enter a date.**	HR Designee's Name: Enter text.	HR Designee's Title: Enter text.	HR Designee's Signature: Enter text.
Date: **Enter a date.**	Budget Designee's Name: Enter text.	Budget Designee's Title: Enter text.	Budget Designee's Signature: Enter text.